

Six Sigma for the Office Environment

Green Belt Program

Administrative functions often contribute over 70 percent of the total cost and/or time for producing a product or providing a service. Streamlining these functions can dramatically improve a company's ability to compete.

Six Sigma is a highly disciplined improvement methodology that helps companies achieve optimal performance in all their operations. Those trained in Six Sigma are in a valuable position to help their company eliminate mistakes, reduce processing times, decrease operating costs, increase productivity and boost profits.

Program Schedule:

Date: August 15, 16, 17 and 29, 30, 31

Time: 8:00am – 4:00pm

Location: DMACC Center for Career & Professional Development at Southridge Campus (1111 E. Army Post Road, Des Moines, IA 50315)

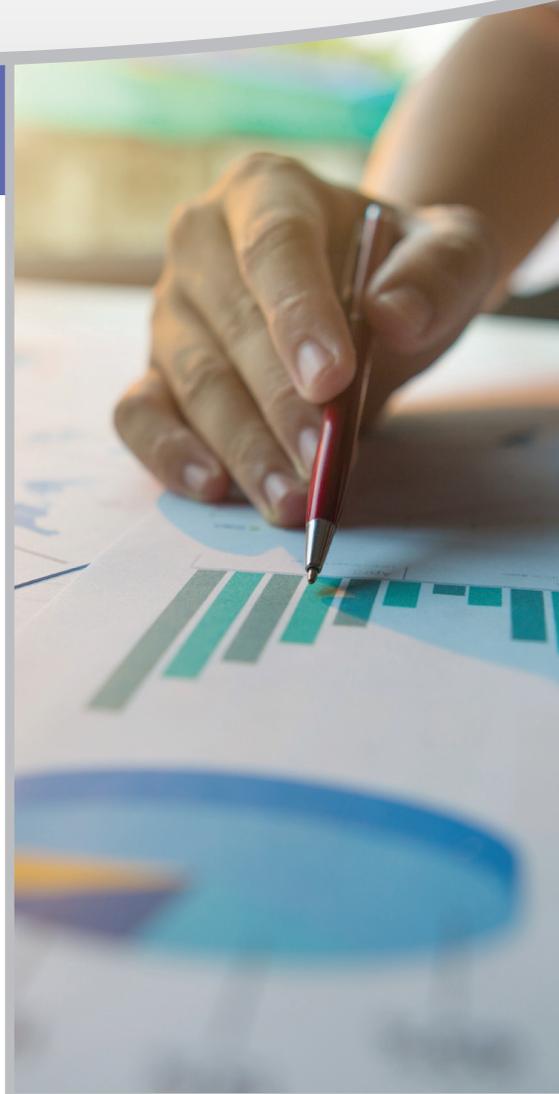
Fee: \$2,700 – Includes all course materials and lunch each day.

Who Should Attend:

Anyone wanting to improve the performance of office, administrative, and support operations including personnel from these departments; accounting, invoicing, human resources, order entry, purchasing, procurement, call centers, public works, receiving/shipping, warehousing, engineering, planning, logistics, sales, marketing, customer service, production control, training, information technology (IT), medical, security, and safety.

Topics Covered in the Program:

- Defining the Performance Problem
- Measuring Current Process Performance
- Analyzing the Performance Problem & Learning Techniques to Solve It
- Improving & Controlling Process Performance



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Certification:

To become certified by IQI as a Six Sigma Green Belt, a student must attend all classes, actively participate in class discussions, finish all course work assignments, and successfully complete a process-improvement project. At the completion of the project, the Green-Belt candidate must write a formal, detailed report that explains the purpose of the project, details how the student successfully applied the Six-Sigma strategy and appropriate statistical techniques, and contains all supporting documentation (the exact format for this report will be discussed during the program).

Instructor Profile:

Dave Bothe has over 41 years of experience working, teaching, and consulting in the field of process improvement. His credentials include: ASQ Fellow, ASQ Certified Quality Engineer, ASQ Certified Reliability Engineer, and IQI Certified Six Sigma Master Black Belt. He holds a B.S. degree in Applied Math and Physics, and a MBA degree, both from the University of Wisconsin-Milwaukee.

He has served on ASQ's National Education Board, reviews books and software for ASQ's Quality Press, is a member of the U.S. Technical Advisory Group to the ISO Technical Committee 69 on Applications of Statistical Methods, and is on the editorial review board for the *International Journal of Six Sigma*. In addition to authoring several quality-improvement books, Dave's articles have been published in many technical journals and quality magazines. An internationally known lecturer, he is listed in *Who's Who in the World* and in the *International Who's Who in Quality*.

Davis has worked as a system analyst for NASA, a statistical engineer for General Motors (where he supervised numerous process-improvement teams), and as an Adjunct Professor of Statistics for both Eastern Michigan University and the University of Wisconsin-Milwaukee. Currently, he serves as the Director of Quality Improvement for the International Quality Institute.



For more detailed program information, visit www.workplacelean.com
or email Bonnie Slykhuis at bslykhuis@dmacc.edu